

<b>Job Title</b>	Enrollment & Learner Recruitment, Program Manager
<b>PVN ID</b>	PS-2108-004197
<b>Category</b>	Administrative Services
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	CUNY School of Professional Studies
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$75,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jan 07, 2022 (Or Until Filled)

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## General Description

### About the CUNY School of Professional Studies

For over 15 years, the CUNY School of Professional Studies (CUNY SPS) has been leading online education in New York. Notable for offering the most [online](#) bachelor's and master's degree options at the City University of New York, and for serving transfer students as the University system's only undergraduate all-transfer college, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

The School's growth has been remarkable, with twenty-four [degrees](#) launched since 2006. Enrollment has risen by more than 30% in the last four years to over 4,000 students in the credit-bearing programs. Thousands more are enrolled in non-degree and grant-funded workplace learning programs. In addition, the School has an active alumni network and has established the CUNY SPS Foundation, which offers multiple scholarship opportunities to current students.

CUNY SPS has consistently been named by *U.S. News & World Report* as one of the country's top online institutions. This year, the School was ranked in the top 2% in the nation on the publisher's list of the [2021 Best Online Bachelor's Degree Programs](#).

Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.

### Description:

CUNY SPS partners with Administration for Children's Services (ACS) to develop professional learning opportunities for child welfare and juvenile justice professionals. The collaboration between the two organizations has formed the ACS Workforce Institute (ACS WI).

CUNY SPS is recruiting candidates for a Program Manager position to join our Technology Management team,

to head our Recruitment team. This position ensures that all of our classes are full and maintains relationships with our ACS partners and Provider Agencies.

## Other Duties

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### Duties and Responsibilities:

Reporting to the Deputy Director, Technology Management, the Program Manager will:

- Manage recruitment for a diverse portfolio of professional development courses for child and family service professionals working across the five boroughs.
- Collaborate with senior ACS staff, curriculum developers, instructors and other partners to support the successful piloting and full roll-out of professional development offerings.
- Coordinate marketing, logistics and enrollment management for a variety of courses.
- Manage staff responsible for learner recruitment, registration, and enrollment.
- Provide exceptional customer service to colleagues and learners.
- Establish and operationalize procedures for recruiting, enrolling, and registering internal ACS employees and external provider agency employees for ACS Workforce Institute professional development course offerings.
- Ensure that the Learning Management System is supporting all learner recruitment, registration and enrollment data.
- Create learner attendance report templates.
- Supervise and coach staff.

## Qualifications

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- Bachelor's degree required. Master's Degree preferred.
- Experience managing stakeholder relationships, including clients and partner organizations.
- Organizational skills, attention to detail, and ability to follow established processes.
- Excellent relationship management skills.
- Excellent demonstrated written and oral communication skills.
- Excellent customer service skills.
- Strong problem-solving skills.
- Strong Analytical skills.
- Ability to work independently, and collaboratively
- Prior experience with Learning Management Systems (preferably Cornerstone), including developing learner profiles, loading assets, assignment course materials to cohorts, and providing helpdesk support to instructors and learners, preferred.
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment, with the ability to carry out complex assignments and adapt to changing situations and priorities.
- Knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Project, Visio).

**\*This position is funded by a city grant program which mandates that all employees are vaccinated**

against COVID-19\*